

ADOA / INFORMATION SERVICES DIVISION (ISD)
FY07 PERFORMANCE MEASUREMENTS
INFORMATION PROCESSING CENTER (IPC)

Performance Measure Description	Fq	Ag	Ea	Target	Ex	Jul	Aug	Sept	Oct	Nov	Dec	Jan	YTD
		GI	Eh	value	In	2006	2006	2006	2006	2006	2006	2007	Avg
Percentage of CICS online availability	M	1	Ea	99.85	Ex	99.62	100.00	100.00	100.00	100.00	100.00	98.83	99.78
Percentage of Batch online availability	M	1	Ea	99.85	Ex	100.00	100.00	100.00	100.00	100.00	99.30	100.00	99.90
Percentage of online transactions processed in 5 seconds or less	M	1	Ea	99.60	Ex	99.59	99.65	99.62	99.59	99.59	99.59	99.59	99.60
% of mainframe batch jobs completed on time	M	1	Ea	99.60	Ex	99.98	99.99	99.98	99.99	99.98	99.98	99.97	99.98
CPU utilization not to exceed 95 percent	M	1	Ea	95.00	Ex	78.06	75.58	77.38	75.30	75.39	73.91	83.72	77.05
percentage of IPC Mainframe Help Desk problem calls resolved-correct 1st time	M	1	Ea	90.00	Ex	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Percentage of timely & accurate IPC Report Distribution	M	1	Ea	99.00	Ex	99.90	99.77	99.90	99.95	99.46	99.79	99.53	99.76

[illegible]

**ADOA / INFORMATION SERVICES DIVISION (ISD)
FY07 PERFORMANCE MEASUREMENTS
DATA RESOURCE MANAGEMENT (DRM) SERVICES**

[illegible]

**ADOA / INFORMATION SERVICES DIVISION (ISD)
FY07 PERFORMANCE MEASUREMENTS
ADOA INFORMATION SECURITY (AIS)**

Performance Measure Description	Fq	Ag	Ea	Target value	Ex	Jul 2006	Aug 2006	Sept 2006	Oct 2006	Nov 2006	Dec 2006	Jan 2007	YTD Avg
Number of security system requests	M	1	Eh	2,000	Ex	12,827	7,496	10,553	10,704	2,390	3,386	3206	7,223
Percentage of successful security system log-requests	M	1	Eh	99.6	Ex	99.81	99.84	99.84	99.83	99.83	99.85	99.84	99.83
Amount of downtime hours caused by security incidents	M	1	Ea	2.2	Ex	0	0	0	0	0	0	0	
Number of systems with active monitoring capabilities	M	1	Ea	2	Ex	0	0	0	0	0	0	0	
Number of security awareness training hours per month	Q	1	Eh	2.5	ln	2	1	1	5	4	3	4	2.86
Number of proactive security fixes tested and implemented	M	1	Ea	2	Ex	8	4	22	23	14	6	21	14.00
The lag between detection, reporting and upon security incidents in minutes	M	1	Ea	45	Ex	30	30	30	30	30	30	30	30.00

ADOA / INFORMATION SERVICES DIVISION (ISD)
FY07 PERFORMANCE MEASUREMENTS
FINANCE & PLANNING (F&P)

Performance Measure Description	Fq	Ag	Ea	Target	Ex	Jul	Aug	Sept	Oct	Nov	Dec	Jan	YTD
		GI	Eh	value	In	2006	2006	2006	2006	2006	2006	2007	Avg
Number of automation customer credit requests	M	1	Ea	10	Ex	2	6	2	7	4	1	4	3.71
Number of automation customer credit requests granted	M	1	Ea	8	Ex	2	6	2	7	4	1	4	3.71
Number of automation customer problem resolution forms filed	M	1	Ea	10	Ex	0	0	0	0	0	0	0	
Percent of automation bills issued by the 3rd Friday of each month	M	1	Ea	83%	Ex	100	100	100	100	100	100	100	100.00
Finance & Planning Customer Satisfaction Score-VOC	M	1	Ea	6	Ex								
The total amount of Automation receivables greater than 90 days old shall not exceed \$100K	M	3	Ea	<\$100K	Ex	14,801	14,532	11,129	20,721	17,415	16,841	16,162	15,943
Number of Interagency Service Agreements signed by ISD customers	A	3	Ea	50	Ex								
Customer satisfaction with billing & collection services	A	1	Ea	6	Ex								

ADOA / INFORMATION SERVICES DIVISION (ISD)
FY07 PERFORMANCE MEASUREMENTS
9-1-1 ADMINISTRATION

Performance Measure Description	Fq	Ag	Ea	Target	Ex	Jul	Aug	Sept	Oct	Nov	Dec	Jan	YTD
		GI	Eh	value	In	2006	2006	2006	2006	2006	2006	2007	Avg
Percent of payables processed within 5 days of receipt.	M	1	Ea	97.0	Ex	100	100	95	100	100	95	99	98.43
Customer satisfaction score - VOC	M	1	Ea	7.0	Ex								
Number of meetings, events, and planning sessions attended	M	3	Eh	3.0	In	15	17	10	17	19	8	15	14.43
Number of other State 911 offices contacted.	M	3	Eh	2.0	Ex	4	5	6	20	6	5	5	7.29
Report Phase I and Phase II PSAP roll-out dates and locations on a regular basis.	Q	3	En	3.0	Ex	0	0	0	0	0	0	0	

